

APPENDIX B (STATEMENT OF WORK)

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1.0 SCOPE OF WORK

- 1.1 This Scope of Work outlines the five (5) Service Categories and its respective Service Details (hereafter “Services”) as defined below in Paragraph 10.0 (Specific Work Requirements) required to operate the National Family Caregiver Support Program (NFSCP) (commonly referred as “Family Caregiver Support Program (FCSP)”) and provide Services to eligible Family Caregiver and/or Grandparent/Relative Caregiver Clients as defined in Appendix A (Sample Subaward), Exhibit P (Definitions) as mandated by the Older Americans Act (OAA), Title III, Part E, and Sections 371 through 374, as well as all applicable OAA requirements; and additional service standards specified in the California Department of Aging (CDA) Service Categories and Data Dictionary (CDA Program Memoranda PM 11-12(P)) established by the CDA and Los Angeles County Department of Workforce Development, Aging and Community Services (WDACS) Program Memoranda/Directives. Subrecipient is obligated to provide Services, as described herein.
- 1.2 FCSP is defined in the Older Americans Act (OAA), Title III, Part E, Section 373(b) as support services that shall include (1) information to caregivers, potential caregivers, and those who may assist caregivers about available services; (2) assistance to caregivers in gaining access to the services; (3) individual counseling, organization of support groups, and caregiver training (individual or group) to assist the caregivers in the areas of health, nutrition, and financial literacy, and in making decisions and solving problems relating to their caregiving roles; (4) respite care to enable caregivers to be temporarily relieved from their caregiving responsibilities; and (5) supplemental services, on a limited basis, to complement the care provided by caregivers.
- 1.3 The U.S. Department of Health and Human Services Administration for Community Living/Administration on Aging (ACL/AoA) determines the criteria for FCSP eligibility, and is based on the current guidelines of the Older Americans Act of 1965, as reauthorized in April 2016. The base criteria may be enhanced based on California State regulations and Los Angeles County (County) policies. Unless otherwise expressly indicated in this Subaward or by Federal, State, or local law, Subrecipient shall only provide FCSP Services to eligible individuals.
- 1.4 Under the FCSP, the Family Caregiver and/or Grandparent/Relative Caregiver is the Client. As defined in Title III, Part A, Sections 302(3) and 372 (a) (3) of the OAA, individuals are eligible to be Family Caregiver and/or Grandparent/Relative Caregiver Clients and receive FCSP Services when they meet either of the following criteria as appropriate for the classification they fall within:

1.5 ELIGIBILITY

1.5.1 FAMILY CAREGIVER

1.5.1.1 A Family Caregiver, according to Section 302 (3) of the OAA and as defined in Appendix A (Sample Subaward), Exhibit P (Definitions), is eligible to receive Program Services when he/she meets one (1) of the following criteria:

1.5.1.1.1 An adult family member (18 years of age and older) who is an informal provider of in-home and community care to an Older Individual or to an individual with a Disability, Alzheimer's disease or a related disorder with neurological and organic brain dysfunction.

1.5.1.1.2 An individual (18 years of age and older), who is an informal provider of in-home and community care to an Older Individual or to an individual with a Disability, Alzheimer's disease, or a related disorder with neurological and organic brain dysfunction.

1.5.2 GRANDPARENT/RELATIVE CAREGIVER

1.5.2.1 A Grandparent or Older Individual who is a Relative Caregiver, according to Section 372 (a) (3) of the OAA and as defined in Appendix A (Sample Subaward), Exhibit P (Definitions), is eligible to receive Program Services when he/she meets one (1) of the following criteria:

1.5.2.1.1 A grandparent or step-grandparent of a child (an individual who is not more than 18 years of age), or a relative of a child by blood, marriage, or adoption who is 55 years of age or older; and

1.5.2.1.1.1 Lives with the child; and

1.5.2.1.1.2 Is the Primary Caregiver as defined in Appendix A (Sample Subaward), Exhibit P (Definitions) of the child because the biological or adoptive parents are unable or unwilling to serve as the Primary Caregiver of the child; and

1.5.2.1.1.3 Has a legal relationship to the child, such as legal custody or guardianship, or is raising the child informally.

1.5.2.1.2 A Grandparent or Older Individual who is the Primary Caregiver of an individual with a Disability.

1.5.3 CARE RECEIVER

1.5.3.1 In order to determine the eligibility of a Family Caregiver or Grandparent/Relative Caregiver as a potential Client for Services, the Caregiver must have a Care Receiver who meets the following criteria:

1.5.3.1.1 The Care Receiver of a Family Caregiver is:

1.5.3.1.1.1 An Older Individual [see Appendix A (Sample Subaward), Exhibit P (Definitions)]; OR

1.5.3.1.1.2 An individual of any age with Alzheimer's disease or a related disorder with neurological and Organic Brain Dysfunction [see Appendix A (Sample Subaward) Exhibit P (Definitions)]; OR

1.5.3.1.1.3 An individual of any age with a Disability.

1.5.3.1.2 The Care Receiver of a Grandparent/Relative Caregiver is:

1.5.3.1.2.1 Child, according to Section 372 (a) (1) of the OAA, and as defined as defined in Appendix A (Sample Subaward), Exhibit P (Definitions); OR

1.5.3.1.2.2 An individual with a Disability [see Appendix A (Sample Subaward), Exhibit P (Definitions)].

1.6 Family Caregiver and/or Grandparent/Relative Caregiver Clients who receive FCSP funded Respite Care Services and Supplemental Services, as further defined below, must provide care to a Care Receiver who meets the following more restrictive eligibility criteria specified in Title III, Part E, Section 373 (c) (1) (B) of the OAA and the definition of "frail" [see Appendix A (Sample Subaward), Exhibit P (Definitions)] (OAA Section 102 (22)):

1.6.1 In the case of a Client who is providing care to an Older Individual who meets the following condition:

1.6.1.1 Is unable to perform at least two (2) Activities of Daily Living as stated in California Health and Safety Code 1569.2 (l) (also see

Appendix A (Sample Subaward), Exhibit P (Definitions)) without substantial human assistance, including verbal reminding, physical cueing, or supervision; or at the option of the State, is unable to perform at least three (3) such activities without such assistance; OR

1.6.1.2 Due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.

1.7 PRIORITY

In providing FCSP Services, priority shall be given to:

1.7.1 Family Caregiver and/or Grandparent/Relative Caregiver Clients with the Greatest Social Need [see Appendix A (Sample Subaward), Exhibit P (Definitions)], and/or with the Greatest Economic Need [see Appendix A (Sample Subaward), Exhibit P (Definitions)] with particular attention to low-income Family Caregiver and/or Grandparent/Relative Caregiver Clients).

1.7.2 Family Caregiver and/or Grandparent/Relative Caregiver Clients that provide care to Care Receivers with Alzheimer's disease and related disorders with neurological or Organic Brain Dysfunction; of these, priority shall be given to those caring for Older Individuals with such diseases or disorders (see Title III, Part E; Section 372(b)(1) of the OAA).

1.7.3 Grandparents or Older Individuals who are Relative Caregivers of a Child; of these, priority shall be given to those caring for children with Severe Disabilities (see Title III, Part E; Section 372(b)(2) of the OAA).

2.0 ADDITION AND/OR DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS

2.1 Services must be provided in Los Angeles County geographic areas, excluding the City of Los Angeles. Prior to modifying or terminating a site, or revising hours of Service Delivery [see Appendix A (Sample Subaward), Exhibit P (Definitions)] at a previously designated location(s), and before commencing such Services at any other location, Subrecipient shall obtain written consent from County, and shall comply with Appendix A (Sample Subaward), Subparagraph 8.1 (Amendments) as applicable.

2.2 Subrecipient shall inform County in writing and receive written County approval at least sixty (60) days prior to relocation of Subrecipient's office or site location(s). Subrecipient shall ensure that site locations are open to any eligible Clients, are located in areas where there are demonstrated need or documented demand

for Services, or where a needs assessment or survey has been conducted. County shall provide a written response within ten (10) business days of receipt of the notification of site locations.

- 2.3 Subrecipient shall include the identity of each designated community focal point as specified in OAA Section 102 (a)(21), 42 USC 3026(a)(3)(A)). Subrecipient shall utilize Appendix A (Sample Subaward), Exhibit F (Subrecipient's Administration) to identify or update the designated focal point site locations, as needed.
- 2.4 Specific Work Requirements as stated in Section 10.0 (Specific Work Requirements) and work hours shall not be modified or terminated throughout the entire Subaward term. Should an emergency arise, Subrecipient's request for Service or work hour modifications will be reviewed by County on a case-by-case basis.

3.0 QUALITY CONTROL

- 3.1 Subrecipient shall establish and utilize a comprehensive Quality Control Plan to assure County a consistently high level of Service throughout the term of the Subaward. The Quality Control Plan shall be submitted to County's Compliance Manager for review every six (6) months or more frequently as imposed by County. The plan shall include, but may not be limited to the following:
 - 3.1.2 Method of monitoring to ensure that Subaward requirements are being met.
 - 3.1.3 A record of all inspections conducted by Subrecipient, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to County upon request.

4.0 QUALITY ASSURANCE PLAN

County will evaluate Subrecipient's performance under the Subaward using the quality assurance procedures as defined in paragraph 8.15 (County's Quality Assurance Plan) of the Subaward.

4.1 Meetings

- 4.1.1 Subrecipient shall attend all meetings called by County, or authorized designee. Subrecipient shall be given three (3) to five (5) days advance notice of all scheduled meetings with County. Subrecipient may also be required to attend emergency meetings without the above stated advance notice when necessary.
- 4.1.2 Subrecipient shall complete a sign-in sheet for face-to-face meetings. A roll call will be taken for meetings attended via WebEx. Penalties will

apply for Subrecipient's failure to attend either face-to-face or WebEx meetings pursuant to Appendix C (Statement of Work Attachments), Attachment A (Performance Requirements Summary Chart).

- 4.1.3 Subrecipient staff shall regularly attend meetings that offer ways to expand knowledge of and increase efficiency in the Services provided. These meetings may be called by County. Subrecipient may also choose to attend meetings outside of Los Angeles County at Subrecipient's own expense that Subrecipient reasonably deems to be beneficial for the delivery of Client Services, as well as other meetings designated by County.

4.2 Subaward Discrepancy Report

- 4.2.1 Verbal notification of a Subaward discrepancy will be made to County's Compliance Manager as soon as possible whenever a Subaward discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon in writing by County and Subrecipient.
- 4.2.2 County's Compliance Manager will determine whether a formal Subaward Discrepancy Report shall be issued. Upon receipt of this document, Subrecipient is required to respond in writing to County's Compliance Manager within five (5) business days, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Subaward Discrepancy Report shall be submitted to County's Compliance Manager within five (5) business days.

4.3 County Observations

- 4.3.1 In addition to County's contracting staff, other County personnel, State representatives and Federal representatives may observe the performance/activities and review documents relevant to this Subaward at any time during normal business hours. However, these personnel may not unreasonably interfere with Subrecipient's performance.

5.0 DEFINITIONS

For a listing of Definitions for this Program, refer to Appendix A (Sample Subaward), Exhibit P (Definitions).

6.0 RESPONSIBILITIES

County and the Subrecipient's responsibilities are as follows:

COUNTY

6.1 Personnel

County will administer the Subaward according to Appendix A (Sample Subaward), Paragraph 6.0 (Administration of Subaward – County). Specific duties will include:

- 6.1.1 Monitoring Subrecipient's performance in the daily operation of the Subaward.
- 6.1.2 Providing direction to Subrecipient in areas relating to policy, information and procedural requirements.
- 6.1.3 Preparing Amendments in accordance with Appendix A (Sample Subaward), Subparagraph 8.1 (Amendments).

6.2 INTENTIONALLY OMITTED

6.3 Project Manager

6.3.1 Responsibilities: The Project Manager will plan, organize and direct all administrative and Program activities related to the Subaward. The Project Manager will define lines of authority and will develop the roles and parameters of responsibility for Program staff consistent with established County requirements. The Project Manager shall have full authority to act on behalf of the Subrecipient on all Subaward matters relating to the daily operations of this Subaward. The Project Manager, or their designee, shall be available to County during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday to oversee all the daily activities. In addition, the Project Manager shall serve as the coordinator/liaison for all Area Agency on Aging (AAA) - funded services, ensuring that any overall communications relevant to AAA services are conveyed to the appropriate personnel. The Project Manager or designated staff shall participate in developing FCSP policies, procedures, and standards, including participating in the development of the Area Plan [see Appendix A (Sample Subaward), Exhibit P (Definitions)], as it relates to FCSP Services. The Project Manager must be capable of, and able to take on, the responsibilities of the Project Supervisor and/or Case Manager in their absence, should the need present itself.

6.3.2 Minimum Education, Experience and Qualifications:

6.3.2.1 Bachelor's degree from an accredited university in the Social or Behavioral Sciences or a related field.

6.3.2.2 A minimum of two (2) years administrative experience in the fields of health or social services, including case management.

6.3.2.3 The individual must possess and have demonstrated experience in the following:

- 6.3.2.3.1 Ability to speak, read, and understand English fluently;
- 6.3.2.3.2 Ability and experience to provide guidance on decisions requiring judgment, assistance with problem situations, and approval of care plans and discharge;
- 6.3.2.3.3 Ability and experience in explaining goals, policies, and procedures and assisting staff in adjusting to changes that occur;
- 6.3.2.3.4 Ability and experience encouraging the development of professional growth and upgrading of skills through access to training and current literature;
- 6.3.2.3.5 Ability and experience evaluating the performance of the Project Supervisor and Case Manager and Counselor based on established criteria;
- 6.3.2.3.6 Ability and expertise in the provision of Family Caregiver and/or Grandparent/Relative Caregiver Client Services or substantially similar Services.

6.4 Personnel

Subrecipient shall have a sufficient number of qualified staff to deliver the Service(s) adequately with the appropriate education, experience, and qualifications to carry out the requirements of the FCSP. The total number of staff shall be based on the method and level of Services provided, and the size of the service area served by Subrecipient.

6.4.1 Subrecipient shall operate continuously throughout the entire term of this Subaward with at least the minimum number of staff set forth herein, as well as any other applicable staffing requirements established by County necessary for Subrecipient to provide Services herein. Such personnel shall meet all qualifications in this Subaward, as well as any provided by County through Subaward Amendments, Administrative Directives, and/or Program Policy Memorandums.

6.4.2 Subrecipient shall ensure that Subrecipient staff is available to all Family Caregiver and/or Grandparent/Relative Caregiver Clients, potential Clients, and referral sources, as well as to County, on a minimum five-day-a-week

(Monday through Friday) basis (not including County recognized holidays). Subrecipient's office shall be open a minimum eight (8) hours per day between the hours of 8:00 a.m. to 5:00 p.m.

6.4.3 Subrecipient shall also ensure that live telephone contact with Subrecipient's staff is available to Family Caregiver and/or Grandparent/Relative Caregiver Clients, potential Clients, referral sources, as well as to County, during Subrecipient's hours of operation. Subrecipient shall also ensure that each Subrecipient site has a telephone answering machine or voice mail in place during off-business hours. Subrecipient's staff shall check and respond to all messages in a timely manner.

6.4.4. Subrecipient shall always have an employee with the authority to act on behalf of Subrecipient available during work hours.

6.4.5 Project Supervisor

6.4.5.1 Responsibilities: Under the direction of the Project Manager, the Project Supervisor is responsible for planning, coordinating, organizing, and developing the principles and techniques related to the FCSP. The position's primary responsibilities include: (a) ongoing supervision of FCSP Services staff, including ensuring that all FCSP Services are delivered appropriately and within the established time frames; (b) review and approval of all Family Caregiver and/or Grandparent/Relative Caregiver Client care plans, including purchase of services; and (c) monitoring of Client outcomes. The Project Supervisor shall review ongoing cases with Case Managers at least quarterly to determine the need for ongoing FCSP Services.

6.4.5.2 The Project Supervisor may also serve as the Project Manager if all qualifications for the Project Manager are met. The Project Supervisor should be capable of, and able to take on the responsibilities of, the Case Manager(s) in their absence, should the need present itself.

6.4.5.3 The Project Supervisor, or their designee, shall be available to Family Caregiver and/or Grandparent/Relative Caregiver Clients, potential Clients, referral sources, as well as the County, during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding County recognized holidays, to oversee all the daily activities.

6.4.5.4 Minimum Education, Experience and Qualifications:

- 6.4.5.4.1 Bachelor's degree from an accredited university in the Social or Behavioral Sciences or a related field.
- 6.4.5.4.2 A minimum of two (2) years experience in social service case management or a related field; persons with a Master's degree from an accredited university in the Social or Behavioral Sciences or a related field may substitute one (1) year of experience required.
- 6.4.5.4.3 The individual must demonstrate the ability to speak/read/understand English fluently;
- 6.4.5.4.4 Ability and experience providing guidance on decisions requiring judgment, assistance with problem situations, and approval of care plans and discharge;
- 6.4.5.4.5 Experience explaining goals, policies, and procedures and assisting staff in adjusting to changes that occur;
- 6.4.5.4.6 Ability and experience encouraging the development of professional growth and upgrading of skills through access to training and current literature;
- 6.4.5.4.7 Ability and experience evaluating the performance of Case Manager based on established criteria; and
- 6.4.5.4.8 Expertise in the provision of Family Caregiver and/or Grandparent/Relative Caregiver Client Services.

6.4.6 Case Manager

- 6.4.6.1 Responsibilities: Under the supervision of the Project Supervisor, a Case Manager shall evaluate potential Family Caregiver and/or Grandparent/Relative Caregiver Clients to assess their needs by identifying the functional and/or other limitations that impede routine caregiving duties, responsibilities, and productivity; developing care plans, and coordinating the provision of available Services based on needs. In addition, a Case Manager must ensure that the County's Universal Intake Form (refer to Appendix A (Sample Subaward), Exhibit P (Definitions) and Appendix C (Statement of Work Attachments), Attachment C (Universal Intake Form (UIF)) and is completed for each Family Caregiver and/or Grandparent/Relative Caregiver Client who receives Services.

6.4.6.2 Minimum Education, Experience and Qualifications:

- 6.4.6.2.1 Bachelor's degree from an accredited university in the Social or Behavioral Sciences or a related field.
- 6.4.6.2.2 A minimum of two (2) years full-time paid or volunteer experience in social services or a related social services field; may substitute one (1) year of education in the Social or Behavioral Sciences, or a related field, beyond a Bachelor's degree for each year of experience required.
- 6.4.6.2.3 The individual must demonstrate the ability to speak/read/understand English fluently;
- 6.4.6.2.4 Ability and experience communicating effectively with Family Caregiver and/or Grandparent/Relative Caregiver Clients, family members, Subrecipient, and co-workers;
- 6.4.6.2.5 Ability and experience treating Family Caregiver and/or Grandparent/Relative Caregiver Clients, family members, Subrecipient, and co-workers with respect and dignity;
- 6.4.6.2.6 Knowledge of human behavior and the aging process;
- 6.4.6.2.7 Knowledge of community resources and available funding sources;
- 6.4.6.2.8 Knowledge of the quality of Services recommended; and
- 6.4.6.2.9 Knowledge of social and health intervention techniques.

6.4.7 Caregiver Support Group Facilitator

- 6.4.7.1 Responsibilities: Must lead a group of three (3) to twelve (12) Family Caregiver and/or Grandparent/Relative Caregiver Clients, per the CDA Service Categories and Data Dictionary, to provide them with a forum to exchange "histories," information, encouragement, hope and support. The Caregiver Support Group Facilitator shall provide FCSP Services, i.e., Caregiver Support Group Services, to a group of no less than three (3) and no more than twelve (12) in a manner so as to assist Family Caregiver and/or Grandparent/Relative Caregiver Clients in the

areas of health, nutrition, and financial literacy, and in making decisions and solving problems relating to their caregiving roles, with the intent to train and reassure Family Caregiver and/or Grandparent/Relative Caregiver Clients to feel comfortable in making decisions and solving problems relating to their caregiving role.

6.4.7.2 Minimum Education, Experience and Qualifications:

- 6.4.7.2.1 Associate of Arts degree in the Social or Behavioral Sciences or a related field.
- 6.4.7.2.2 A minimum of two (2) years paid or volunteer experience that includes speaking to large groups and conducting training seminars or classes.
- 6.4.7.2.3 The individual must demonstrate knowledge of community resources;
- 6.4.7.2.4 Experience dealing with Older Adult and/or functionally impaired adult populations from diverse ethnic backgrounds and socioeconomic levels; and
- 6.4.7.2.5 English Verbal and written communication skills.

6.5 Identification Badges

- 6.5.1 Subrecipient shall ensure their employees are appropriately identified as set forth in Appendix A (Sample Subaward), Subparagraph 7.3 (Subrecipient's Staff Identification).

6.6 Materials and Equipment

- 6.6.1 The purchase of all materials/equipment to provide the needed Services is the responsibility of Subrecipient. Subrecipient shall obtain written approval by County prior to purchase. Subrecipient shall use materials and equipment that are safe for the environment and safe for use by the employee.
- 6.6.2 All employees shall be trained in their assigned tasks and in the safe handling of equipment, if applicable. All equipment shall be checked daily for safety. All employees must wear safety and protective gear according to Occupational Safety and Health Administration (OSHA) standards.

6.7 Training

- 6.7.1 Subrecipient is responsible for ensuring its staff, including both employees and volunteers, both existing and new, are properly trained in

all areas related to providing Services for the FCSP. Staff must be qualified, sufficient in number to deliver the Service(s) adequately, and capable of establishing effective communication with the participants as well as other AAA network Subrecipient.

- 6.7.2 Subrecipient shall develop and implement an internal staff training policy, including orientation to all new staff (which shall include employees and volunteers). The internal staff training policy shall include ongoing training in all areas related to providing Services for the FCSP.
- 6.7.3 Subrecipient's Project Manager shall ensure that all appropriate Subrecipient employees and volunteers attend all training sessions as required by County, held at a County facility or another site, as determined by County for Subrecipient's benefit. Further, Subrecipient shall ensure that, at a minimum, a Subrecipient's designated, paid employee represents Subrecipient at each training session. Subrecipient may also attend training opportunities outside of Los Angeles County at Subrecipient's own expense that Subrecipient reasonably deems to be beneficial for the delivery of Family Caregiver and/or Grandparent/Relative Caregiver Client Services. Failure to attend mandated trainings shall be considered non-compliance with Appendix A (Sample Subaward) and may result in further action pursuant to Appendix A (Sample Subaward), Subparagraph 9.12 (Probation and Suspension) and any other applicable Subaward provisions.
- 6.7.4 Security Awareness Training: Subrecipient shall ensure that Subrecipient employees and volunteers who handle personal, sensitive or confidential information relating to the Program complete the Security Awareness Training module located at www.aging.ca.gov within thirty (30) days of the start date of this Subaward or within thirty (30) days of the start date of any new employees or volunteers performance under this Subaward. Subrecipient shall maintain certificates of completion on file and provide them upon request by County or State representatives.
- 6.7.5 Subrecipient shall attend all mandated trainings called by County, or authorized designee. Subrecipient shall be given advance notice of all scheduled trainings with County. Failure to attend mandated trainings shall be considered non-compliant with this Subaward, and may result in further action pursuant to Appendix A (Sample Subaward), Subparagraph 9.12 (Probation and Suspension), and any other applicable Subaward provisions.
- 6.7.6 Subrecipient staff is also required to regularly attend trainings that offer ways to expand knowledge of and increase efficiency in the Services provided. These meetings may be called by AAA and held at a County facility or another site, as determined by the County. Subrecipient may also choose to attend educational training opportunities outside of Los Angeles

County at Subrecipient's own expense that Subrecipient reasonably deems to be beneficial for the delivery of Family Caregiver and/or Grandparent/Relative Caregiver Client Services, as well as other trainings designated by the AAA.

6.8 Subrecipient's Office

- 6.8.1 Subrecipient shall maintain a physical office in Los Angeles County with a telephone in the company's name where Subrecipient conducts business. The office shall be open for a minimum eight (8) hours per day during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday and shall be staffed by at least one (1) employee who can respond to inquiries and complaints which may be received about Subrecipient's performance of the Subaward. When the office is closed during non-business hours, an answering service shall be provided to receive calls. **Subrecipient shall answer calls received by the answering service within forty-eight (48) business hours of receipt of the call.** Subrecipient shall always have a staff member with the authority to act on behalf of Subrecipient available during work hours.
- 6.8.2 Subrecipient shall publicly display at all Subrecipient office locations/sites the days and hours of operation for the provision of Services.
- 6.8.3 Subrecipient shall ensure that availability of Services is appropriate for the demographics associated with the Service area (site or office location).
- 6.8.4 Subrecipient shall ensure that all site locations, buildings, and surrounding areas are maintained in a manner consistent with applicable local, State, and Federal occupational safety and sanitation laws and regulations. The premises shall be free of any accumulation of garbage, rubbish, stagnant water, and filthy or offensive matter of any kind to ensure that the premises are maintained in a clean and wholesome condition. The physical locations shall be acceptable and accessible to the public. Subrecipient shall comply with the Americans with Disabilities Act of 1990, as amended.
- 6.8.5 Subrecipient shall ensure that all site locations are maintained to prevent the entrance and harborage of animals, birds, and vermin, including, but not limited to, rodents and insects.
- 6.8.6 Subrecipient shall observe all applicable local, State, and Federal health and safety standards. Subrecipient shall ensure that all Clients and Subrecipient employees and Volunteers in a position not covered under the Occupational Safety and Health Act of 1970, as amended (29 USC Section 651 et seq.), and/or the California Occupational Safety and Health Act as amendment (California Labor Code Section 6300 et Seq.), are not required or permitted to work, be trained, or receive Services under working

conditions that are unsanitary, hazardous or otherwise detrimental to a person's health or safety.

6.9 Multicultural and Multilingual Capabilities of Subrecipient Staff

- 6.9.1 Subrecipient shall provide Services in the primary/native language, to the extent feasible, of the Client or in areas where a significant number of Clients do not speak English as their primary language. Subrecipient shall make efforts to employ staff and recruit Volunteers who are bilingual or who are fluent in the dominant languages of the community. Subrecipient shall not require any Client to provide his/her own interpreter.
- 6.9.2 Subrecipient must be committed and sensitive to the delivery of Services that are culturally and linguistically appropriate. To that end, Subrecipient must seek to hire qualified staff that is multilingual and/or multicultural in order to better reflect the communities served.
- 6.9.3 In addition, Subrecipient and its employees, including Volunteers, are expected to develop cultural competency and cross-cultural clinical practice skills. Subrecipient must also develop effective linkages with various ethnic, health and social Service agencies for the benefit of Clients to reflect the ethnic and cultural needs of the community being served.

7.0 HOURS/DAYS OF WORK

- 7.1 Subrecipient's staff shall be available to all Clients, potential Clients, referral sources, as well as County on a minimum five (5) days per week basis (Monday through Friday), eight (8) hours per day during the hours of 8:00 a.m. to 5:00 p.m., (not including County recognized holidays.) A list of County recognized holidays is provided in Appendix C (Statement of Work Attachments), Attachment D (County Recognized Holidays).
- 7.2 Subrecipient's FCSP sites shall be closed on County recognized holidays. Prior approval must be obtained in writing if there is a deviation from the traditional Monday through Friday schedule of Services, days or times.
- 7.3 Subrecipient is to provide County advance written notice and request prior approval from County in writing for any site closure or disruption of Services for any non-County recognized holidays (i.e., vacations, city shut-downs or religious holidays). This notice is to state the date and reason for the closure and to provide an action plan to ensure that delivery of Services is not disrupted. An action plan must be approved by County prior to implementation.
- 7.4 Subrecipient's staff shall provide personal telephone contact information to Clients, potential Clients, and County during Subrecipient's hours of operation. Subrecipient shall also ensure that each office location has a telephone answering machine or voice mail system in place during off-business hours.

Subrecipient's staff shall check and respond to all messages in a timely manner **but not to exceed forty-eight (48) business hours within receipt of the call.**

8.0 WORK SCHEDULES

- 8.1 Subrecipient shall submit for review and approval a work schedule for each facility to the County's Program Manager within fourteen (14) days prior to starting work. Said work schedules shall be set on an annual calendar identifying all the required on-going specific tasks and task frequencies.
- 8.2 Subrecipient shall submit revised schedules when actual performance differs substantially from planned performance. Said revisions shall be submitted to the County's Program Manager for review and approval within fourteen (14) working days prior to scheduled time for work.
- 8.3 County may request, at its sole discretion, a deviation of regular work schedule to address site/task demands.

9.0 UNSCHEDULED WORK

- 9.1 County's Program Manager or his designee may authorize Subrecipient to perform unscheduled work, including, but not limited to, repairs and replacements when the need for such work arises out of extraordinary incidents such as vandalism, acts of nature, and third party negligence; or to add to, modify or refurbish existing facilities. In the event of an emergency, County may request at its sole discretion, that Subrecipient provide Services beyond regular hours of operation.
- 9.2 Prior to performing any unscheduled work, Subrecipient shall prepare and submit a written description of the work with an estimate of labor and materials. If the unscheduled work exceeds Subrecipient's estimate, County's Program Manager his designee must approve the excess cost for County facilities and/or equipment. In any case, no unscheduled work shall commence without written authorization.
- 9.3 When a condition exists wherein there is imminent danger of injury to the public or damage to property, Subrecipient shall contact County's Contract Manager for approval before beginning the work. A written estimate shall be sent within twenty-four (24) hours for approval. Subrecipient shall submit an invoice to County's Subaward Manager within five (5) working days after completion of the work.
- 9.4 All unscheduled work shall commence on the established specified date. Subrecipient shall proceed diligently to complete said work within the time allotted.
- 9.5 County reserves the right to perform unscheduled work itself or assign the work to another Subrecipient.

10.0 SPECIFIC WORK REQUIREMENTS

- 10.1 The specific Work requirements outlined herein establish the standards for the provision of FCSP Services.
- 10.2 Subrecipient shall provide each Service to assist Family Caregiver and/or Grandparent/Relative Caregiver Clients in the areas of health, nutrition, financial literacy, and in making decisions and solving problems relating to their caregiving roles.
- 10.3 The FCSP is comprised of five (5) Service Categories (Information Services, Support Services, Respite Care Services, Supplemental Services, and Access Assistance Services), each with various Service Details. Subrecipient must enter the Units of Service delivered to Clients into the County's Management Information System (MIS). The Unit of Service is the representation of the amount of services provided to a Client, while the Unit of Measurement is a representation of how each unit is measured. County has established a fixed reimbursement rate for each Unit of Service provided by the Subrecipient; this forms the basis upon which payment is made to Subrecipient. Programs Services, its respective Unit of Measurements, and maximum Unit Rates are summarized in Subsection 10.6 (Program Services, Unit of Measurements, and Maximum Unit Rate Summary Chart).
- 10.4 The Service Categories and their respective Service Details are outlined below.
 - 10.4.1 **INFORMATION SERVICES** - The provision of Public Information on Caregiving and/or Community Education on Caregiving, including information about available Services.
 - 10.4.1.1 Subrecipient is limited to allocating a maximum amount of 20% of total Subaward funds to provide Information Services.
 - 10.4.1.2 Subrecipient shall provide Information Services that market the Services to all ethnic groups in each geographic region with the greatest social or economic need, such as low-income or older adults living in rural areas in which Services are being provided by Subrecipient.
 - 10.4.1.3 Subrecipient shall ensure that Information Services are provided to all populations including, but not limited to, homeless, veterans, and Lesbian-Gay-Bisexual-Transgender (LGBT) Family Caregiver and/or Grandparent/Relative Caregiver Clients.

10.4.1.4 In providing Information Services to the Family and/or Grandparent/Relative Caregiver Client, Subrecipient must provide each Service Detail:

10.4.1.4.1 **Public Information Activities on Caregiving**
– Subrecipient shall provide information about available FCSP and other Family Caregiver and/or Grandparent/Relative Caregiver Client support resources and Services. The means of providing information may include, but is not limited to, disseminating publications such as newsletters, brochures, and flyers, conducting media campaigns, and maintaining electronic information systems such as quarterly newsletters.

10.5.1.4.1.1 Unit of Measurement: one (1) activity of providing information and/or resources for a minimum of two (2) consecutive hours

10.5.1.4.1.2 Maximum Rate of Reimbursement: \$93.00/activity

10.5.1.4.2 **Community Education Activities on Caregiving** - Subrecipient shall educate groups of current or potential Family Caregiver and/or Grandparent/Relative Caregiver Clients as well as those who may provide them with assistance about available FCSP and other Family Caregiver and/or Grandparent/Relative Caregiver Client support resources and Services.

10.5.1.4.2.2 Unit of Measurement: one (1) activity of Community Education, at a minimum of two (2) hours to conduct presentations provided to a minimum audience size of at least ten (10) participants.

10.5.1.4.2.3 Maximum Rate of Reimbursement: \$93.00/activity.

- 10.5.1.5 The rate of reimbursement for Information Services includes costs associated with preparation, travel, and materials.
- 10.5.1.6 Subrecipient must maintain copies of documents as evidence of Information Services. These documents include, but are not limited to, informational materials, publications, flyers, agendas, and power point presentations. Subrecipient must maintain copies of all sign-in sheets as evidence of Community Education attendance. Such records shall be maintained in accordance with record retention policies outlined in Appendix A (Sample Subaward), Subparagraph 8.38 (Record Retention and Inspection/Audit Settlement).
- 10.5.1.7 Subrecipient shall input the number of activities and estimated audience size in MIS for Information Services.
- 10.5.1.8 On the first business day of each month, Subrecipient shall submit to County a calendar of the Public Information and Community Education activities that will take place for the following month.
- 10.5.1.9 Subrecipient shall submit the following information to County at the conclusion of each quarter of the Fiscal Year for each of the prior three (3) months (see Appendix C (Statement of Work Attachments), Attachment E (Quarterly Information Services Reporting Form Example)):
 - a) Activity Name(s)
 - b) Activity Date(s)
 - c) Location of Activity(ies)
 - d) Unduplicated Clients Served

10.5.2 **SUPPORT SERVICES** – As explained in the sub-parts below, Support Services are designed to provide Caregiver Assessment, Caregiver Case Management, Caregiver Counseling, Caregiver Support Groups, and Caregiver Training.

- 10.5.2.1 Subrecipient is limited to allocating a minimum amount of 25% of total Subaward funds to provide Support Services.
- 10.5.2.2 In providing Support Services to the Family Caregiver and/or Grandparent/Relative Caregiver Client, Subrecipient is required to make each Service Detail available to each Family Caregiver and/or Grandparent/Relative Caregiver Client as described below.

10.5.2.2.1 **Caregiver Assessment** – Caregiver Assessment is a mandatory assessment service required for every Family Caregiver and/or Grandparent/Relative Caregiver Client (other than those who receive Information and Access Services) in order to determine the most effective and accurate FCSP Services needed.

10.5.2.2.1.1 Subrecipient must conduct a Caregiver Assessment within fourteen (14) days of the initial contact or at the discretion of the Caregiver scheduling request.

10.5.2.2.1.2 Caregiver Assessments shall be conducted by persons trained and experienced in the skills required to deliver this Service, shall result in a plan that includes back-up provisions, and shall be periodically updated. Subrecipient shall explore options and courses of action for Family Caregiver and/or Grandparent/Relative Caregiver Clients by identifying their:

- a) Willingness to provide care;
- b) Duration and care-frequency preferences;
- c) Caregiving abilities
- d) Physical health, psychological health, social support;
- e) Training needs;
- f) Financial resources available for caregiving;
- g) Strengths and weaknesses within the immediate caregiving environment and the Client's extended informal support system

which may consist of relatives, neighbors, and friends; and;

- h) Identify problems, including functional and other limitations that impede routine caregiving duties, responsibilities, and productivity;

10.5.2.2.1.3 For each Caregiver Assessment, Subrecipient shall utilize County's UIF, and input the information from the UIF into MIS. Subrecipient shall:

10.5.2.2.1.3.1 Utilize one (1) complete UIF for the following Service Categories: Support Services, Respite Care Services and Supplemental Services as specified here in.

10.5.2.2.1.3.2 Annual Reassessment: A new UIF shall be used for each Fiscal Year a continued Family Caregiver and/or Grandparent/Relative Caregiver Client participate in the Program. Continuing Caregiver Clients are clients who will continue to receive services from one Fiscal Year to the next Fiscal Year.

10.5.2.2.1.3.3 The UIF must be entered into MIS within fourteen (14) days of completion according to CDA

guidelines and prior to Service Delivery.

10.5.2.2.1.3.4 Since data is reported to CDA each Fiscal Year, an assessment and reassessment must be entered into the AAA MIS in the same Fiscal Year for each client who receives services during that Fiscal Year.

10.5.2.2.1.3.5 Reassessment must be conducted and entered into the AAA MIS during the first quarter (July 1st to September 30th) of each Fiscal Year in which they will be receiving services. This requirement supersedes their initial enrollment date as the determining factor for reassessment due dates.

10.5.2.2.1.4 Unit of Measurement: one (1) hour of individual one-on-one assessment between a Subrecipient and a Family Caregiver and/or Grandparent/Relative Caregiver Client or potential Client.

10.5.2.2.1.5 Maximum Rate of Reimbursement: \$46.00 hour.

10.5.2.2.2 **Caregiver Case Management** – Caregiver Case Management Services are designed to assess the needs, coordinate the provision of Services, and monitor an optimum package of services that meet the needs of the Family Caregiver and/or Grandparent/Relative Caregiver Client through the development of

an ongoing Care Plan by the Case Manager (see Subsection 6.4.6 (Case Manager) for description of staff position). The Care Plan shall include:

- 10.5.2.2.2.1 The physical, psychological, and social needs of the Family Caregiver and/or Grandparent/Relative Caregiver Client.
- 10.5.2.2.2.2 Identify problems, including functional and other limitations that impede routine caregiving duties, responsibilities, and productivity of the Family Caregiver and/or Grandparent/Relative Caregiver Client.
- 10.5.2.2.2.3 Services requested;.
- 10.5.2.2.2.4 Follow-up actions and progress notes.
- 10.5.2.2.2.5 An evaluation of the Family Caregiver Client's Care Receiver is required to determine the level of assistance needed with Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL), as stated in the California Health and Safety Code 1569.2. (i) [see Appendix A (Sample Subaward), Exhibit P (Definitions)]. Care Receiver disability factors is needed for both Family Caregiver Clients and Grandparent/Relative Caregiver Clients.
- 10.5.2.2.2.6 Caregiver Case Management Services shall be provided by a Case Manager who is trained and experienced in the skills

that are required to coordinate and monitor the provision of formal Family Caregiver and/or Grandparent/Relative Caregiver Client-related Services in circumstances where Clients are experiencing diminished capacities due to mental impairment or temporary severe stress and/or depression.

10.5.2.2.2.7 In providing Caregiver Case Management, Subrecipient shall utilize County's UIF, and input the information into MIS. A new form shall be used for each Family Caregiver and/or Grandparent/Relative Caregiver Client each Fiscal Year a Client participates in the Program.

10.5.2.2.2.8 Unit of Measurement: one (1) hour solely for the provision of Service to a Family Caregiver and/or Grandparent/Relative Caregiver Client.

10.5.2.2.2.9 Maximum Rate of Reimbursement: \$46.00/hour.

10.5.2.2.3 **Caregiver Counseling** – Subrecipient shall provide Caregiver Counseling by a Caregiver Counselor experienced in the skills required to deliver the level of support needed for stress, depression, and loss as a result of caregiving responsibilities:

- a) Be individual in-person sessions and/or telephone consultations; or
- b) Address caregiving-related financial and long-term care placement responsibilities.
- c) When counseling involves therapy for stress, depression, and loss as a result of caregiving responsibilities, Services must

be provided by a licensed health professional (e.g. Doctor of Medicine (M.D.), Registered Nurse (R.N.), Psychologist (Psy.D.), Marriage and Family Therapist (MFT), Licensed Clinical Social Worker (LCSW), etc.), or by a paraprofessional, supervised by a licensed health professional, that is appropriately trained and experienced in the skills to deliver such services. Caregiver Counseling may also involve the Family Caregiver and/or Grandparent/Relative Caregiver Client's informal support system such as relatives, neighbors, friends, etc.

10.5.2.2.3.1 In providing Caregiver Counseling, Subrecipient shall utilize the County's UIF, and input the information into MIS. A new, separate form shall be used for each Family Caregiver and/or Grandparent/Relative Caregiver Client each Fiscal Year the Client participates in the Program.

10.5.2.2.3.2 Unit of Measurement: one (1) hour of individual, one-on-one counseling between a Subrecipient and a Family Caregiver and/or Grandparent/Relative Caregiver Client. A session is measured at one (1) hour.

10.5.2.2.3.3 Maximum Rate of Reimbursement: \$46.00/hour.

10.5.2.2.4 **Caregiver Support Group** – Subrecipient shall provide Caregiver Support Group Services led by a competent Caregiver Support Group Facilitator to a group of 3-12 Family Caregiver or Grandparent/Relative Caregiver Clients (see Subsection 6.4.7 (Caregiver Support Group Facilitator) for

description of staff position). Subrecipient shall conduct a Caregiver Support Group at least monthly within a private supportive setting or via a controlled access, moderated online or teleconference approach, to encourage participation and for the purpose of sharing experiences and ideas to ease the stress of caregiving and improving decision making and problem solving skills related to their caregiving responsibilities. Appropriate private supportive settings shall include the following:

- a) In person, face-to-face meetings;
- b) Controlled access (limited to group participants only) moderated online; and
- c) Controlled access moderated by teleconference (all participants with a facilitator via telephone).

10.5.2.2.4.1 Subrecipient shall maintain sign-in or attendance sheets and/or other documents to verify Family Caregiver and/or Grandparent/Relative Caregiver Client's participation. Such records shall be maintained in accordance with record retention policies outlined in Appendix A (Sample Subaward), Subparagraph 8.38 (Record Retention and Inspection/Audit Settlement).

10.5.2.2.4.2 In providing Caregiver Support Group Services, Subrecipient shall utilize the County's UIF, and input the information into MIS. A new, separate form shall be used for each Family Caregiver and/or Grandparent/Relative Caregiver Client each Fiscal Year a Client participates in the Program.

10.5.2.2.4.3 Subrecipient must ensure Caregiver's privacy is protected or be kept confidential as detailed in Subsection 10.12.1 (Additional Requirements).

10.5.2.2.4.4 Unit of Measurement: one (1) hour solely for the provision of Service by a Subrecipient to Family Caregiver and/or Grandparent/Relative Caregiver Clients in a group. Client information shall be collected and entered into MIS individually for all of the Family Caregiver and/or Grandparent/Relative Caregiver Clients and their respective Care Receivers. Billing methodology shall be based on an entire group as follows:

10.5.2.2.4.5 For example: For a group comprised of seven (7) participants, the Unit of Service will be recorded in MIS as seven (7) hours of Service; however, for billing purposes, all billing must be tied to one (1) participant that attended the support group.

10.5.2.2.4.6 Maximum Rate of Reimbursement: \$46.00/hour per Support Group session.

10.5.2.2.5 **Caregiver Training** – Subrecipient shall conduct training workshops for Family Caregiver and/or Grandparent/Relative Caregiver Clients, or provide one-on-one individually tailored sessions to Clients, conducted either in person or electronically, by a skilled and knowledgeable individual, to assist Clients in developing the skills and gaining the knowledge necessary to fulfill

their caregiving responsibilities. Subrecipient shall at a minimum address health, nutrition, and financial matter literacy in these trainings. Other areas for Caregiver Training shall include, but are not limited to: daily case management, disease progression, behavior interventions and coping skills, assistive technology and home adaptation options, supplemental resources and services, legal issues and Family Caregiver and/or Grandparent/Relative Caregiver Client rights, and emergency and long-term care planning. To the extent feasible, Subrecipient shall provide Evidence-Based [see Appendix A (Sample Subaward), Exhibit P (Definitions)] Caregiver Training.

10.5.2.2.5.1 In providing Caregiver Training, Subrecipient shall utilize County's UIF, and input the information into MIS.

10.5.2.2.5.2 A new, separate form shall be used for each Family Caregiver and/or Grandparent/Relative Caregiver Client each Fiscal Year the Client participates in the Program.

10.5.2.5.3 Subrecipient must maintain copies of training documents as evidence of trainings. Training documents include, but are not limited to: flyers, agendas, power point presentations. Subrecipient must maintain copies of all sign-in sheets as evidence of training attendance.

10.5.2.5.4 Unit of Measurement: one (1) hour solely for the provision of Service to a Family Caregiver and/or Grandparent/Relative Caregiver Client in a group. Family Caregiver and/or Grandparent/Relative Caregiver Client information shall be collected and entered into MIS individually for all of the Clients and respective Care Receivers. Billing methodology shall be based on an entire group as follows:

10.5.2.5.4.1 For example: For a group comprised of seven (7) participants, the Units of Service will be recorded in MIS as seven (7) hours of Service; however, for billing purposes, all billing must be tied to one (1) participant that attended the training session.

10.5.2.5.4.2 Maximum Rate of Reimbursement: \$46.00/hour per training session.

10.5.3 **RESPITE CARE SERVICES** - As explained in the sub-parts below, Subrecipient shall provide Respite Care Services to allow Family Caregiver and/or Grandparent/Relative Caregiver Clients to have a temporary period of relief or rest from caregiving responsibilities. Respite Care Services consist of Caregiver Respite In-Home Supervision, Caregiver Respite Homemaker Assistance, Caregiver

Respite In-Home Personal Care, Caregiver Respite Home Chore and Caregiver Respite Out-of-Home Day Care.

- 10.5.3.1 Subrecipient is limited to allocating a minimum amount of 25% of total Subaward Sums to provide Respite Care Services.
- 10.5.3.2 Subrecipient shall provide Intermittent Respite Care Services to allow Family Caregiver and/or Grandparent/Relative Caregiver Clients temporary respite in a manner that responds to the individual needs and preferences of a Client and their Care Receivers, rather than a pre-established set amount offered on a “first come, first served” basis. Subrecipient shall evaluate a Family Caregiver and/or Grandparent/Relative Caregiver Client’s needs and coordinate Services to be provided by Subrecipient's designated personnel and/or Lower Tier Subrecipient’s designated personnel (provided Subrecipient has been authorized by County to have a Lower Tier Subaward (see Appendix A (Sample Subaward), Subparagraph 8.40 (Lower Tier Subaward)). Subrecipient shall conduct background checks with fingerprinting and ensure that all Respite Care workers are appropriately trained, and experienced, certified, and/or licensed as determined by the needs of the Family Caregiver and/or Grandparent/Relative Caregiver Client.
- 10.5.3.3 Intermittent Respite Care Services cannot be used to pay for on-going full-time care. Family and other informal caregivers are limited to 112 hours of Respite Care Services per Fiscal Year.
- 10.5.3.4 Respite Care Services shall be provided only to Family Caregiver and/or Grandparent/Relative Caregiver Clients who care for a Care Receiver having two (2) or more ADL limitations or a cognitive impairment, or to a Client who is the Grandparent or older adult relative caring for a Child.
- 10.5.3.5 In providing Respite Care Services, Subrecipient shall utilize County’s UIF, and input the information into MIS. A new form shall be used for each Family Caregiver and/or

Grandparent/Relative Caregiver Client each Fiscal Year a Client participates in the Program.

10.5.3.6 With the exception of Caregiver Respite Out-of-Home Day Care as detailed below, Caregiver may choose an individual to provide Respite In-Home Supervision, Respite Homemaker Assistance, Respite In-Home Personal Care and Respite Home Chore.

10.5.3.7 Subrecipient shall develop a written process and procedures to document and track the reimbursements of Respite Care Services.

10.5.3.8 In providing Respite Care to a Family Caregiver and/or Grandparent/Relative Caregiver Client, Subrecipient shall make available each Service Detail below:

10.5.3.8.1 **Caregiver Respite In-Home Supervision** includes the provision of Care Receiver day supervision and friendly visiting (with the role of supervision as well as companionship) provided by Subrecipient staff who has the appropriate and necessary skills in order to ensure health or safety and prevent wandering.

10.5.3.8.1.1 Unit of Measurement: one (1) hour of individual, one-on-one contact between a Respite Care provider and a Care Receiver.

10.5.3.8.1.2 Maximum Rate of Reimbursement: \$22.00/hour

10.5.3.8.2 **Caregiver Respite Homemaker Assistance** includes the provision of assistance to a Care Receiver with meal preparation, medication management, using the phone, and/or light housework (along with Care Receiver supervision) by a Respite Care provider who

has the appropriate and necessary skills to provide homemaker assistance.

10.5.3.7.2.1 Unit of Measurement: one (1) hour

10.5.3.7.2.2 Maximum Rate of Reimbursement: \$22.00/hour

10.5.3.8.3 **Caregiver Respite In-Home Personal Care** includes the provision of assistance to a Care Receiver with eating, bathing, toileting, transferring, and/or dressing (along with supervision of the Care Receiver and related home-keeping) by a Respite Care provider who has the appropriate and necessary skills to provide personal care.

10.5.3.8.3.1 Unit of Measurement: one (1) hour

10.5.3.7.3.2 Maximum Rate of Reimbursement: \$23.00/hour

10.5.3.8.4 **Caregiver Respite Home Chore** includes a Respite Care provider who has the appropriate and necessary skills to assist a Family Caregiver and/or Grandparent/Relative Caregiver Client with heavy housework, yard work, and/or sidewalk and other routine home maintenance (but not structural repairs) associated with caregiving responsibilities.

10.5.3.8.4.1 Unit of Measurement: one (1) hour

10.5.3.8.4.2 Maximum Rate of Reimbursement: \$22.00/hour

10.5.3.8.5 **Caregiver Respite Out-of-Home Day Care** is Respite Care in which the Care Receiver attends a supervised/protective, congregate setting during some portion of a day, and includes access to social and recreational activities. Subrecipient shall ensure that all congregate settings are safe with proper

supervision and have appropriate licensing and certification.

10.5.3.8.5.1 Unit of Measurement: one (1) hour

10.5.3.8.5.2 Maximum Rate of Reimbursement: \$15.00/hour

10.5.4 **SUPPLEMENTAL SERVICES** - Family Caregiver and/or Grandparent/Relative Caregiver Client-centered assistance offered on a limited basis to support, strengthen, and complement caregiving efforts. Supplemental Services shall be provided only to either a Family Caregiver Client of a Care Receiver having two (2) or more ADL limitations or a cognitive impairment, or a Grandparent/Relative Caregiver Client who is the grandparent or older adult relative caring for a child.

10.5.4.1 Subrecipient shall provide Supplemental Services intended to complement the care provided by Family Caregiver and/or Grandparent/Relative Caregiver Clients. Subrecipient shall perform Supplemental Services as needed and on a limited basis; a maximum of 20% of total Subaward funds can be allocated to provide these Services. The maximum amount to be spent on purchased Services (Assistive Devices for Caregiving, Home Adaptations for Caregiving, and/or Caregiver Emergency Cash/Material Aid) for any one (1) Client shall not exceed \$825.00 in any Fiscal Year, without written prior approval of County.

10.5.4.2 Subrecipient shall be reimbursed through Caregiver Case Management Services for the time spent to arrange Supplemental Services that meet the needs of Family Caregiver and/or Grandparent/Relative Caregiver Clients (see Subsection 10.5.2.1.7).

10.5.4.3 In providing Supplemental Services, Subrecipient shall utilize County's UIF and input the information into MIS. A new form shall be used for each Family Caregiver and/or Grandparent/Relative Caregiver Client each Fiscal Year a Client participates in the Program.

10.5.4.4 Rates are negotiable as Services are provided as needed based on fair market value. Caregiver Services Registry

(see Subsection 10.5.4.5.3) is the only Supplemental Services Service Detail with an established rate.

10.5.4.5 In providing Supplemental Services to a Family Caregiver and/or Grandparent/Relative Caregiver Client, Subrecipient must make available each Service Detail from the Supplemental Services categories below:

10.5.4.5.1 **Assistive Devices for Caregiving –** Subrecipient shall assist the Family Caregiver and/or Grandparent/Relative Caregiver Client with the purchase, rental fee of any equipment or product system (examples include, but are not limited to: a lift chair or bathtub transfer bench, electronic pill dispenser, emergency alert fall prevention device, etc.) that will facilitate and enhance caregiving responsibilities. In providing this Service, Subrecipient shall provide at a minimum three (3) vendor/service agency referrals to a Family Caregiver and/or Grandparent/Relative Caregiver Client. Upon Client's selection of the vendor/service agency, Subrecipient shall arrange the purchase and delivery of the needed equipment by working directly with a vendor/service agency.

10.5.4.5.1.1 Services shall be closely monitored by Subrecipient staff to ensure that Services are supporting the needs of the caregiver and to guarantee that the Service is offered on an appropriate basis.

10.5.4.5.1.1 Unit of Measurement: one (1) device = one (1) occurrence

10.5.4.5.1.2 Maximum Rate of Reimbursement: Negotiable at fair market value for Service provided; however, shall not exceed \$825.00 per Family Caregiver and/or Grandparent/Relative Caregiver Client in any Fiscal

Year, without prior written approval of County.

10.5.4.5.2 Home Adaptations for Caregiving - Subrecipient shall arrange for minor or major physical change to the home in order to facilitate and enhance the caregiving role (examples include, but are not limited to: installation of grab bars, replacement of door handles, construction of an entrance ramp or roll-in shower, etc.). In providing this Service, Subrecipient shall provide at a minimum three (3) vendor/service agency referrals to a Family Caregiver and/or Grandparent/Relative Caregiver Client. Upon Client's selection of the vendor/service agency, Subrecipient shall arrange the purchase and delivery of the needed equipment by working directly with a vendor/service agency.

10.5.4.5.2.1 Services shall be closely monitored by Subrecipient staff to ensure that Services are supporting the needs of the caregiver and to guarantee that the Service is offered on an appropriate basis.

10.5.4.5.2.2 Unit of Measurement: 1 modification = one occurrence.

10.5.4.5.2.3 Maximum Rate of Reimbursement: Negotiable at fair market value for Service provided; however, shall not exceed \$825.00 per Family Caregiver and/or Grandparent/Relative Caregiver Client in any Fiscal Year, without prior written approval of County.

10.5.4.5.3 Caregiving Services Registry – Subrecipient shall recruit, screen, and

maintain a listing of dependable, qualified self-employed homemakers or Registry workers who may be matched with Family Caregiver and/or Grandparent/Relative Caregiver Clients willing to utilize personal resources to hire and pay a self-employed homemaker or Registry worker for assistance with their caregiving responsibilities.

10.5.4.5.4 Subrecipient shall assist the Family Caregiver and/or Grandparent/Relative Caregiver Client with selecting a Registry worker from the list. Both the Family Caregiver and/or Grandparent/Relative Caregiver Client and potential self-employed homemaker or Registry worker shall be advised about appropriate compensation and workplace performance expectations upon hire by caregiver. Subrecipient shall maintain documentation signed by a Family Caregiver and/or Grandparent/Relative Caregiver Client to include the date of the recruitment/match. Subrecipient shall provide follow-up with both parties via a telephone call on a quarterly basis to ensure the match is functioning effectively. Subrecipient shall conduct background checks with fingerprinting, and shall also ensure that all Registry workers are appropriately trained, experienced, certified, and/or licensed as determined by the needs of the caregiver.

10.5.4.5.4.1 Unit of Measurement: one (1) hour = one (1) occurrence to prepare and deliver this Service (recruiting, matching, screening and maintaining a listing) by a Subrecipient to a Family Caregiver and/or Grandparent/Relative Caregiver Client. Caregiver Services Registry time shall be billed regardless of the outcome (e.g., whether the match is successful or not) as long as it is tied to a specific

Family Caregiver and/or
Grandparent/Relative
Caregiver Client.

10.5.4.5.4.2 Maximum Rate of
Reimbursement: \$35.00/hour

10.5.4.5.5 **Caregiving Emergency Cash/Material Aid**

– Subrecipient shall arrange for and provide assistance to Family Caregiver and/or Grandparent/Relative Caregiver Clients in the form of commodities, surplus food, emergency cash, transit passes, meals, and vouchers that will help meet identified needs determined by the caregiver associated with an individual Family Caregiver and/or Grandparent/Relative Caregiver Clients' responsibilities.

10.5.4.5.5.1 Services shall be closely monitored by Subrecipient staff to ensure that Services are supporting the needs of the caregiver and to guarantee that the Service is offered on an appropriate basis. Care Plan is updated to include referrals and other resources to address the on-going needs, if any, of the Caregiver Client. Subrecipient shall maintain documentation including receipts to verify all expenditures of Family Caregiver and/or Grandparent/Relative Caregiver Client's needs. Such records shall be maintained in accordance with record retention policies outlined Appendix A (Sample Subaward), Subparagraph 8.38 (Record Retention and Inspection/Audit Settlement).

10.5.4.5.5.2 Unit of Measurement: one
"assistance" event = one (1)

occurrence.

10.5.4.5.5.3 Maximum Rate of Reimbursement: Shall not exceed \$825.00 per Family Caregiver and/or Grandparent/Relative Caregiver Client in any Fiscal Year, without prior written approval of County.

10.5.5 **ACCESS ASSISTANCE SERVICES** – Access Assistance Services are designed to assist Family Caregiver and/or Grandparent/Relative Caregiver Clients and/or potential eligible Clients in gaining access to available caregiver services. In providing Access Assistance Services, Subrecipient shall provide Caregiver Outreach Contacts as described below.

10.5.5.1 **Caregiver Outreach Contacts** – interventions (one-on-one contact with individuals) initiated by Subrecipient for the purpose of identifying caregivers and encouraging their use of existing caregiver support services.

10.5.5.1.1 In providing Caregiver Outreach Contacts, Subrecipient shall market caregiver services to all ethnic groups with the greatest social need and/or with the greatest economic need with particular attention to low-income Family Caregiver and/or Grandparent/Relative Caregiver Clients; All materials must be presented in a culturally sensitive manner throughout each geographic region in which Services are being provided by Subrecipient.

10.5.5.1.2 Subrecipient shall ensure that Services are provided to all populations including homeless, veterans, and Lesbian-Gay-Bisexual-Transgender (LGBT) individuals by participating in targeted Outreach events to mitigate disparities in accessing health and social services.

10.5.5.1.3 Outreach Contacts can only be obtained by the Subrecipient through Public Information Activities, Communication Education Activities, referrals from County or other

agencies, or pre-scheduled Outreach events where potential Caregivers have the opportunity to speak with a Subrecipient representative on a one-to-one basis. In order for Outreach Contacts to be counted as a result of Information Service Activities, Subrecipient must obtain the individual's contact information and follow-up with the individual at a later date or time to encourage the use of existing FCSP services. Telephonic attempts or leaving voicemail messages does not qualify as Outreach Contact.

- 10.5.5.1.4 Caregiver Outreach Contacts and Unduplicated Client Counts must be recorded in MIS.
- 10.5.5.1.5 Subrecipient must develop and maintain a Caregiver Outreach Contact Log which shall include, but are not limited to the name of Subrecipient's staff conducting the Outreach, the caregiver name, contact information, date, and duration of the calls (start and finish time). Such records shall be maintained in accordance with record retention policies outlined in Appendix A (Sample Subaward), Subparagraph 8.38 (Record Retention and Inspection/Audit Settlement).
- 10.5.5.1.6 The rate of reimbursement for Outreach Contacts includes costs associated with preparation, travel, and informational and educational materials. Outreach materials used for the purpose of obtaining Outreach Contacts must include the County seal and receive written approval from County. Free giveaway and gift items (including but not limited to key chains, coffee mugs, squeeze toys, etc.) are not allowable without prior written approval from County. Outreach items must be tied to the purpose of FCSP and help increase Caregivers' awareness of FCSP Services.

10.5.5.1.7 On the first business day of each month, Subrecipient shall submit to County a calendar of Outreach events.

10.5.5.1.8 Subrecipient is limited to allocating a maximum amount of 10% of total Subaward funds to provide Caregiver Outreach Contacts.

10.5.5.1.8.1 Unit of Measurement: one (1) contact.

10.5.5.1.8.2 Maximum Rate of Reimbursement: \$6.00/one-on-one contact. In providing Caregiver Outreach Contacts, Subrecipient must spend a minimum of fifteen (15) minutes per one-on-one contact.

10.6 Program Services, Unit of Measurements, and Maximum Unit Rate Summary Chart

Family Caregiver Support Program Services consist of the following Services. The rates indicated in the chart below reflect the maximum dollar amount that is reimbursable for each Program Service.

Service Category	Service Detail	Unit of Measurement	Max. Unit Rate
Information Services	Public Information Activities	Activity (1 Act. = 2 hours)	\$93
	Community Education Activities	Activity (1 Act. = 2 hours)	\$93
Support Services	Assessment	1 Hour	\$46
	Case Management	1 Hour	\$46
	Counseling	1 Hour	\$46
	Support Group	1 Hour	\$46
	Training	1 Hour	\$46
Respite Care Services	In-Home Supervision	1 Hour	\$22
	Homemaker Assistance	1 Hour	\$22
	Personal Care	1 Hour	\$23
	Home Chore	1 Hour	\$22
	Out-of-Home Day	1 Hour	\$15

Supplemental Services	Assistive Devices	1 Occurrence	Actual Cost of Service Provided, annual maximum of \$ 825 /Client/Yr.
	Home Adaptations	1 Occurrence	Actual Cost of Service Provided, annual maximum of \$ 825 /Client/Yr.
	Registry	1 Hour	\$35
	Emergency Cash/Material Aid	1 Occurrence	Actual Cost of Service Provided, annual maximum of \$ 825 /Client/Yr.
Access Assistance Services	Outreach Contacts	1 Contact (1 Contact = 15 Minutes)	\$6/One-On-One Contact, a minimum of 15 minutes per contact

10.6.1 Hours shall be tracked and documented in actual time spent providing the Program Services and not rounded up to the nearest whole number. To determine the decimal value for a portion of an hour, the actual minutes of Service shall be divided by sixty (60) minutes. As an example, 30 minutes would reflect in the MIS as .5 units ($30/60=.50$). Subrecipient shall maintain a record of the actual time spent and ensure all records are kept in accordance with record retention policies outlined in Appendix A (Sample Subaward), Subparagraph 8.38 (Record Retention and Inspection/Audit Settlement).

10.6.2 Supplemental Services (except Registry) will be reimbursed based on actual costs. For reporting purposes, Service Units will be recorded in MIS using the Unit of Measurement and actual costs will be recorded as dollars to be reimbursed for billing purposes.

10.7 Voluntary Contributions

Subrecipient shall develop and implement a method to enable Clients to voluntarily contribute to the cost of the Program.

10.7.1 Subrecipient shall clearly inform each Client that there is no obligation to contribute, and that any contributions they make are strictly voluntary.

10.7.2 Subrecipient must have a mechanism in place to ensure that the privacy and confidentiality of each Client is protected whether or not they choose to make a contribution.

- 10.7.3 Subrecipient must establish a procedure for soliciting donations that provides the Client with a confidential method for making donations.
- 10.7.4 Volunteers and/or staff at the sign-in table (if applicable) must be trained on the donation policy, emphasizing the confidential nature of any contributions.
- 10.7.5 Client contributions received may be used for Program Services and shall only be used to supplement, not supplant, Program funds.
- 10.7.6 Subrecipient shall establish written procedures to protect contributions and fees from loss, mishandling, and theft. Such procedures shall be kept on file at Subrecipient's site.
- 10.7.7 Subrecipient shall separate collected contributions from Subaward Sums. All contributions and fees shall be identified as Program Income and used to increase the number of Clients served, facilitate access, and/or provide supportive Services.
- 10.7.8 Contributions earned in excess of the amount reported in the budget may be deferred for use in the first quarter of the next Fiscal Year and must be used to expand baseline Services. Such funds shall be recorded as Program Income [see Appendix A (Sample Subaward), Exhibit P (Definitions)].
- 10.7.9 All records of contributions, written procedures governing solicitation of funds, solicitation materials, or other contribution-related records shall be held pursuant to record retention policies outlined in Appendix A (Sample Subaward), Subparagraph 8.38 (Record Retention and Inspection/Audit Settlement).
- 10.7.10 Subrecipient shall ensure that Clients are not required to contribute to the Program when they are requesting or receiving Services. Solicitation of voluntary contributions shall not be coercive. Clients shall not be denied Services based on their inability or unwillingness to contribute.
 - 10.7.10.1 The following practices pertaining to voluntary contributions/donations and/or share of costs **are not allowed:**
 - 10.7.10.1.1 Requests from Clients to assist in the share of cost to the Program.
 - 10.7.10.1.2 Tracking donations by accounts receivable.

- 10.7.10.1.3 Tracking donations by individual Clients.
- 10.7.10.1.4 Pamphlets and websites that suggest or state that payment is required for Services or state a monetary amount for Services.
- 10.7.10.1.5 Employing tactics, in any way, that could be viewed as embarrassing to Clients and/or obligatory requests for donations.
- 10.7.10.1.6 Employing tactics such as allowing volunteers to guard the collection boxes or having Clients sign in and pay before receiving Services.
- 10.7.10.1.7 At the time of the intake interview, compelling a Client to pledge a particular amount as an agreed upon donation.
- 10.7.10.1.8 Using coercion to solicit voluntary contributions.
- 10.7.10.1.9 A donation request resembling a billing statement or invoice.
- 10.7.10.1.10 Imposing a suggested contribution rate based on Client's income.

10.8 Emergency Preparedness

- 10.8.1 In the event of extraordinary incidents, unusual occurrences, natural disasters or crime, including but not limited to repairs, modifications, refurbishment, fumigation, or replacement of facility(ies), vandalism, acts of God and third party negligence, Subrecipient must have an emergency plan in place to ensure that there is no disruption in Service.
- 10.8.2 Subrecipient must have a written Emergency and Disaster Plan on file describing how Services will be maintained during and following the event of a disaster, or emergency. Emergency and Disaster Plan Basic Requirements (see Appendix C (Statement of Work Attachments), Attachment F (Emergency and Disaster Plan Basic Requirements)) details the minimum requirements of the plan.
- 10.8.3 The written plan must include the following sections:
 - 10.8.3.1 Emergency and Disaster Plan Mission
 - 10.8.3.2 Business Continuity Plan (BCP)

- 10.8.3.3 Emergency Response Organization Chart
- 10.8.3.4 Roster of Critical Local Contacts
- 10.8.3.5 Communication Plan
- 10.8.4 The Emergency and Disaster Plan must be made available to employees, volunteers, and Lower Tier Subrecipients for reference before, during, and after the emergency or disaster.
 - 10.8.4.1 Subrecipient's key staff members shall have a copy of the Emergency and Disaster Plan easily accessible at all times.
- 10.8.5 Annually, Subrecipient shall update the Emergency and Disaster Plan and submit it to the designated AAA Emergency Coordinator [see Appendix A (Sample Subaward), Exhibit P (Definitions)].
- 10.8.6 The Emergency and Disaster Plan shall be saved on an encrypted computer storage jump drive for easy access and transportability.
- 10.8.7 Subrecipient must maintain an updated hard copy registry of Clients with contact information for emergency and disaster purposes. Subrecipient shall use the registry to contact Clients to assess if the Client is safe, needs a referral to an evacuation center or other assistance, and has a plan to stay in a safe and healthy environment.
- 10.8.8 Subrecipient shall complete the Site Emergency Resource Survey (see Appendix C (Statement of Work Attachments), Attachment G (Site Emergency Resource Survey)) on an annual basis to help identify and assess potential resources in the community to support the Service population following a large community emergency or disaster.
 - 10.8.8.1 Subrecipient shall complete and submit the Site Emergency Resource Survey on the last business day in September to the designated AAA Emergency Coordinator.
 - 10.8.8.2 Subrecipient shall complete and submit an updated Site Emergency Resource Survey to the designated AAA Emergency Coordinator anytime there is a change in information.
- 10.8.9 Subrecipient shall develop and have on file a written Business Continuity Plan (BCP) that describes how Subrecipient will reduce the adverse impact of any emergency event, as referenced in Subsection 10.5.2, to Clients as determined by both the scope of the event (e.g.,

who and what it affects, and to what extent), and also its duration (e.g., hours, days, months). Subrecipient shall make the BCP available to its employees, Volunteers, and Lower Tier Subrecipients for reference before, during, and after such emergency event disruption.

10.8.10 The BCP must include a system to track emergency expenditures and emphasize the following:

10.8.10.1 Back-up systems for data

10.8.10.2 Emergency Service Delivery options

10.8.10.3 Community resources

10.8.10.4 Transportation

10.8.11 Subrecipient shall:

10.8.11.1 Designate an Emergency Coordinator (as indicated on Appendix C (Statement of Work Attachments), Attachment G (Site Emergency Resource Survey)) to communicate with the AAA Emergency Coordinator (as listed on Appendix A (Sample Subaward), Exhibit E (County's Administration)) or designee in the event of an emergency or disaster, and ensure that the AAA Emergency Coordinator or designee has current contact information for Subrecipient's Emergency Coordinator.

10.8.11.2 Coordinate emergency plans with respective City Emergency Plans and local Office of Emergency Services (OES).

10.8.11.3 Establish alternate communication systems, such as cell phone or text messaging, in the event that the regular communication system is interrupted.

10.8.11.4 Identify lead and support agencies for emergencies and disasters in the local community so that response efforts are coordinated with the appropriate agency.

10.8.11.5 Maintain a current list of support agencies and Services (in addition to AAA Subrecipients) in local and neighboring communities to provide information and assistance for Clients, their families and representatives, and facility staff.

- 10.8.11.6 Maintain a current list of agency staff and Volunteers' telephone numbers, e-mail addresses, and emergency contact information.
- 10.8.11.7 Maintain adequate emergency and disaster supplies on site, including emergency first aid supplies.
- 10.8.11.8 Ensure that there are adequate staff and resources to execute the emergency and disaster plan in the event of an emergency or disaster.
- 10.8.11.9 Maintain a written escape plan and route for Clients receiving on-site Services during an emergency or disaster. The written escape plan and route shall include a diagram that is visibly posted at the site. Facilities must have evacuation procedures to facilitate the safe evaluation of individuals to secure locations.
- 10.8.11.10 When necessary and practical, use existing cash reserves to temporarily cover emergency and disaster assistance costs for things such as additional food, supplies, extra home-delivered meals, home clean-up and safety, emergency medications, transportation, and other immediate needs which may include:
 - 10.8.11.10.1 Assisting Older Adults, disabled adults, and/or any other persons seeking refuge by linking them with medical or emergency Services, family, friends, and community-based programs such as the Red Cross or the appropriate government agency(ies) that can provide assistance.
 - 10.8.11.10.2 Coordinating Services for Older Individuals and disabled adults who may be bedbound, dependent upon dialysis, or have life-threatening, chronic illnesses that require immediate emergency intervention.
 - 10.8.11.10.3 Assisting in the relocation of homebound, high risk Clients to a safe location, and coordinating and arranging emergency transportation to a predetermined location.

10.8.12 Communication Procedures with the Area Agency on Aging (AAA)

10.8.12.1 Subrecipient must provide a status update to the AAA Emergency Coordinator or designee in the event of an emergency or disaster. The standard communication procedures during and after an emergency or disaster are as follows:

10.8.12.1.1 AAA Emergency Coordinator will provide information to Subrecipient and request feedback regarding the impact of the emergency or disaster on Clients, Program operations, facilities, and where feasible, the impact on Older Individuals, their family caregivers, individuals with Disabilities, and any unmet needs in Los Angeles County (via text message, email, telephone, or any other method that is available).

10.8.12.1.2 Subrecipient will provide information to the AAA Emergency Coordinator regarding the impact of the emergency or disaster and any unmet needs resulting from the event as soon as possible (via text message, email, telephone, or any other method that is available).

10.8.12.1.3 Information received by the AAA Emergency Coordinator will be compiled into a report that will be submitted to the Los Angeles County Board of Supervisors and CDA Disaster Preparedness Coordinator.

10.9 Customer Satisfaction Surveys

10.9.1 Subrecipient shall conduct ongoing Customer Satisfaction Surveys with Clients and retain all surveys on file and accessible to County for review. The results of the surveys will be used by Subrecipient to make quality improvements in Services provided to all Clients. Subrecipient may be asked by County to comply with and develop other Outcome Measures.

10.9.2 Subrecipient shall disseminate the Customer Satisfaction Surveys to all Clients who received FCSP Services during the Fiscal Year.

10.9.3 Subrecipient shall collect all Customer Satisfaction Survey responses, tally them during the closeout period, and submit the tallied responses to County Program Manager at the close of each Fiscal Year or as specified by County.

10.10 Multipurpose Senior Centers

- 10.10.1 If Subrecipient operates a Multipurpose Senior Center as defined under Title 42 USC Section 3002(36), Subrecipient must adhere to all applicable Los Angeles County, State of California, and Federal guidelines and regulations, including, but not limited to, Title 22 CCR Sections 7550 – 7562.
- 10.10.2 If Subrecipient operates a Multipurpose Senior Center, as noted in 10.9.1 above, Subrecipient shall comply with the provisions contained in the following acts:
 - 10.10.2.1 Copeland "Anti-Kickback" Act (18 USCS 874) (29 CFR Part 3)
 - 10.10.2.2 Davis-Bacon Act (40 USC 3141-3142) (29 CFR Part 5)
 - 10.10.2.3 Subaward Work Hours and Safety Standard Act (40 USC 327-332) (29 CFR Part 5).
 - 10.10.2.4 Executive Order 11246 of September 14, 1965, entitled "Equal Employment Opportunity" as amended by Executive Order 11375 of October 13, 1967, as supplemented in the Department of Labor Regulations (41 CFR Part 60).
- 10.10.3 Subrecipient acknowledges that when an existing facility has been altered with Subaward Funds made available through the Subaward and is used as a Multipurpose Senior Center, the period of time in which such facility must be used as a Multipurpose Senior Center is as follows:
 - 10.10.3.1 Not less than three (3) years from the date this Subaward terminates or expires where the amount of the Subaward or award of Subaward Funds, including the non-federal share, does not exceed thirty thousand dollars (\$30,000).
 - 10.10.3.2 If the amount of award exceeds thirty thousand dollars (\$30,000), the fixed period of time shall not be less than three (3) years from the date the Subaward terminates or expires, and increased one (1) year for each additional ten thousand dollars (\$10,000), or part thereof, to a maximum adjustment factor of seventy-five thousand dollars (\$75,000).

- 10.10.3.3 For amounts, or award of Subaward Sums, exceeding seventy-five thousand dollars (\$75,000), the fixed period of time shall not be less than ten (10) years from the date the Subaward expires or terminates.

10.11 Collaborations

- 10.11.1 Subrecipient must form collaborations with County and City of Los Angeles subrecipients providing Services funded through the OAA, including other Program subrecipients and other community organizations in order to ensure comprehensive and coordinated Service Delivery and to prevent unnecessary duplication of Services. Subrecipient is encouraged to share vital assessment information with other agencies providing Services to the Client in the home. However, in sharing information with other agencies, Subrecipient must respect Client confidentiality rights, adhere to applicable confidentiality regulations, and follow appropriate protocols.
- 10.11.2 Subrecipient must form coordination and collaborations with local and Community-Based Organizations in order to ensure, reinforce, and amplify comprehensive and coordinated Service Delivery to leverage funds and to prevent unnecessary duplication of Services. Subrecipient is encouraged to share vital assessment information with other agencies providing Services to the Client in the home. However, in sharing information with other agencies, Subrecipient must respect Client confidentiality rights, adhere to applicable confidentiality regulations, and follow appropriate protocols.
- 10.11.3 Subrecipient shall develop linkages with other community-based long-term care service providers, particularly those that see Clients at home.
- 10.11.4 Subrecipient shall establish procedures to protect all Client information consistent with the terms of this Subaward, any amendments thereto and all applicable laws, and shall not disclose Client information without written consent from County and Client.

10.12 Additional Requirements

- 10.12.1 Subrecipient shall establish procedures to protect all Client information consistent with the terms of Appendix A (Sample Subaward) and all applicable laws, regulations, and any amendments thereto. Subrecipient must have written procedures to protect the confidentiality and privacy of Family Caregiver and/or Grandparent/Relative Caregiver Client information collected for Program purposes, in accordance with all applicable laws and regulations, including Title 22 CCR 7500(b) et seq. Subrecipient shall not disclose Client information without written consent from County and Client.

- 10.12.2 Subrecipient may serve Family Caregiver and/or Grandparent/Relative Caregiver Clients who also provide services under In-Home Supportive Services (IHSS) [see Appendix A (Sample Subaward), Exhibit P (Definitions)]. However, while FCSP Services cannot be used in place of IHSS, FCSP can be used to supplement beyond the hours provided by IHSS.
- 10.12.3 A Family Caregiver or Grandparent/Relative Caregiver provides care without pay. FCSP funds cannot be used to pay the Family Caregiver and/or Grandparent/Relative Caregiver Client a stipend or salary for providing care. FCSP funds may be used to pay another family member or friend to provide Respite Care Services or Supplemental Services to the Family Caregiver and/or Grandparent/Relative Caregiver Client.
- 10.12.4 Subrecipient acknowledges that FCSP funds cannot be used to support (and FCSP does not include) the following activities:
- a) Providing assistance directly to a Care Receiver;
 - b) Providing an equal level of service to all Family Caregiver and/or Grandparent/Relative Caregiver Clients, rather than assistance based on the Client's level of need and priority. For example, a one (1) time or end-of-the-year assistance to Family Caregiver and/or Grandparent/Relative Caregiver Clients without an identified individual Client's need is not allowed;
 - c) Payment of any costs for a Family Caregiver and/or Grandparent/Relative Caregiver Client to attend a caregiver camp, spa, resort, or restaurant;
 - d) Temporary worker relief from formally paid services (e.g., IHSS or services required to be provided in a licensed facility such as a residential care facility for the elderly); and/or
 - e) Supplementing service unit cost of "a participant day" at an adult day care program. A "participant day" usually ranges from four (4) – six (6) hours and is used in the delivery of an adult day care service and purchased by day of service, as opposed to hours of service. Therefore, "participant day" cannot be used in conjunction with purchase of hours.
- 10.12.5 The California State Department of Aging requires Subrecipient to establish record procedures that ensure the accuracy and authenticity of the number of eligible Family Caregiver and/or Grandparent/Relative Caregiver Client Services provided each day. The Subrecipient shall ensure the actual date of Service(s) is/are rendered, tracked, documented, and reported.

10.12.6 Subrecipient shall complete direct data entry into the MIS billing system within ten (10) days of Service Delivery. Back-dating of data is not permitted. In completing data entry into the MIS, the following applies:

10.12.6.1 Family Caregiver and/or Grandparent/Relative Caregiver Client Assessments and Reassessments shall be entered into MIS within fourteen (14) days of their completion according to CDA guidelines.

10.12.6.2 Subrecipient shall link a Family Caregiver and/or Grandparent/Relative Caregiver Client to a Care Receiver for each and every Service delivered for Support Services, Respite Care Services, and Supplemental Services. Any FCSP Service Delivery recorded in MIS that is not linked will be disallowed by County and shall be deleted from the system by Subrecipient.

10.12.6.3 Subrecipient shall ensure that all service deliveries for Support Services, Respite Care Services, and Supplemental Services are recorded in MIS by individual consumer, not by consumer group(s).

10.12.7 Subrecipient shall track all Subaward Funds and shall provide a comprehensive report of Subaward Funds during audits. Such records shall be maintained in accordance with record retention policies outlined in Appendix A (Sample Subaward), Subparagraph 8.38 (Record Retention and Inspection/Audit Settlement).

10.12.8 When it is known or reasonably suspected that a Client has been the victim of abuse, Subrecipient must report the abuse in accordance with Welfare and Institutions Code Section 15630 and the requirements of Appendix A (Sample Subaward). All Program staff participating in the provision of Services are considered Mandated Reporters [see Appendix A (Sample Subaward), Exhibit P (Definitions)] of an elder or dependent adult.

11.0 GREEN INITIATIVES

11.1 Subrecipient shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.

11.1.1 Subrecipient shall purchase products that minimize environmental impacts, toxins, pollution, and hazards to worker and community safety to the greatest extent practicable.

- 11.1.2 Subrecipient shall purchase, to the extent possible, products that include recycled content, are durable and long-lasting, conserve energy and water, use agricultural fibers and residues, reduce greenhouse gas emissions, use unbleached or chlorine free manufacturing processes, and use wood from sustainable harvested forests.
 - 11.1.3 Subrecipient shall support strong recycling markets, reduce materials that are put into landfills, and increase the use and availability of environmentally preferable products that protect the environment.
 - 11.1.4 To the extent practicable, Subrecipient shall not use cleaning or disinfecting products (i.e. for janitorial Services) that contain carcinogens, mutagens, or teratogens. These include chemicals listed by the U.S. Environmental Protection Agency or the National Institute for Occupational Safety and Health on the Topics Release Inventory and those listed under Proposition 65 by the California Office of Environmental Health Hazard Assessment.
- 11.2 Subrecipient shall notify County's Program Manager in writing of Subrecipient's new green initiatives seven (7) business days prior to the commencement of Appendix A (Sample Subaward).

12.0 PERFORMANCE REQUIREMENTS SUMMARY

- 12.1 All listings of Services used in the Performance Requirements Summary (PRS) chart (see Appendix C (Statement of Work Attachments), Attachment A (Performance Requirements Summary Chart)) are intended to be completely consistent with Appendix A (Sample Subaward) and this Statement of Work, and are not meant in any case to create, extend, revise, or expand any obligation of Subrecipient beyond that defined in the Appendix A (Sample Subaward) and this Statement of Work. In any case of apparent inconsistency between Services as stated in Appendix A (Sample Subaward), this Statement of Work and Appendix C (Statement of Work Attachments), Attachment A (Performance Requirements Summary Chart), the meaning apparent in Appendix A (Sample Subaward) and this Statement of Work will prevail.
- 12.2 If after requested to review by Subrecipient, County determines any Services seems to be created in the PRS which is not clearly and forthrightly set forth in Appendix A (Sample Subaward) and this Statement of Work that apparent Service will be null and void and place no requirement on Subrecipient.